



GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

**SCHEDULE TITLE:** Federal Supply Schedule 70: General Purpose Commercial Information Technology Equipment, Software, and Services

**CONTRACT NUMBER:** GS-35F-5037H

**CONTRACT PERIOD:** December 22, 1997 thru December 21, 2017

**Price List Current through Modification PS-0019, dated July 19, 2013**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.fss.gsa.gov](http://www.fss.gsa.gov)

**CONTRACTOR:** Micro Systems Consultants  
2785 Hartland Road  
Falls Church, VA 22043  
Phone number: 703-538-0807  
Fax number: 703-538-0809  
Email: [ireznikoff@msag.net](mailto:ireznikoff@msag.net)  
Internet: [www.msag.net](http://www.msag.net)

**BUSINESS SIZE:** Service Disabled Veteran Owned Small Business

**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBER (SIN)**

SIN	DESCRIPTION
132-51	Information Technology Professional Services

**1b. LOWEST PRICED ITEM**

SIN	PRODUCT NO.	PRICE
132-51	Technical Writer/Documentation Specialist	\$48.01

**1c. HOURLY RATES: See price page**

**2. MAXIMUM ORDER\*:** SIN 132-51 \$500,000 per order per SIN

- (2) \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contract the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.
3. **MINIMUM ORDER:** \$100.00
4. **GEOGRAPHIC COVERAGE:** 48 States, D.C.
5. **POINT(S) OF PRODUCTION:** US
6. **DISCOUNT FROM LIST PRICES:** All prices included herein are NET. Discounts have been deducted.
7. **QUANTITY DISCOUNT(S):** None
8. **PROMPT PAYMENT TERMS:** Net 30 Days
- 9a. **GOVERNMENT PURCHASE CARDS MUST BE ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD.**
- 9b. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**
10. **FOREIGN ITEMS:** N/A
- 11a. **TIME OF DELIVERY:** As agreed upon
- 11b. **EXPEDITED DELIVERY:** Contact Contractor
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact the Contractor for rates.
- 11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to effect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** 2785 Hartland Road, Falls Church, VA 22043
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (PBA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. **PAYMENT ADDRESS:** 2785 Hartland Road, Falls Church, VA 22043
15. **WARRANTY PROVISION:** SIN 132-51 Standard Commercial Warranty
16. **EXPORT PACKING CHARGES:** N/A.
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro-purchase level) Micro Systems Consultants will accept payment by the Government Purchase Card in accordance with the requirements of Clause 552.232-79 for sales under and above the micro-purchase threshold of \$3,000.
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A.
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LIST AND ANY DISCOUNTS FROM THE LIST PRICES (IF APPLICABLE):** Not offered
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

- 21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
- 22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
- 23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g., recycled content, energy efficiency, and/or reduced pollutants):** None
- 24b. **SECTION 508 COMPLIANCE FOR EIT:** [www.msag.net](http://www.msag.net)
- 25. **DUNS NUMBERS:** 60-874-0957
- 26. **NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE:** Registration valid until June 6, 2014

## Job Descriptions

### Educational and Experiential Substitutes

Unless otherwise stated within the Minimum General Experience, the substitutions in Table 1.1 will be acceptable. Additional years of formal education, that exceed the minimum requirements for a position, can be used to fulfill the minimum experience level.

**Table 1.1: Educational Substitutions**

<b>Required Education</b>	<b>Educational Level Achieved by Employee</b>	<b>Additional Years of Experience Credited to the Employee</b>
MA/MS	Ph.D.	4
BA/BS	Ph.D.	6
BA/BS	MA/MS	2
HS/GED	BA/BS	4

Additional relevant experience that exceeds the minimum requirements for a position can be used to fulfill the minimum education requirements, as shown in Table 1.2.

**Table 1.2: Experiential Substitutions**

<b>Actual Education</b>	<b>Required Education</b>	<b>Additional Years of Experience Needed to Fulfill Minimum Educational Requirements</b>
None	High School Diploma/GED	2
HS/GED	Tech-Inst./Military Training	2
HS/GED	BA/BS	4
HS/GED	MA/MS	6
HS/GED	Ph.D.	No equivalency
BA/BS	MA/MS	2
BA/BS	Ph.D.	6
MA/MS	Ph.D.	4

## **Systems Architect**

Builds the beginning plan and design for new applications and software projects. Creates both the model and the database architecture for software development. Provides senior level program management of individual(s) or major task(s) of client contracts. Supervises the research, planning, and design of software systems or projects to support client requirements. Oversees the determination of functional and design requirements of new systems, or enhancements/modifications to existing applications, and directs the preparation of information regarding design, specification, materials, equipment, and estimated costs. Directs the planning and layout of projects and integrates engineering elements into a unified design for review and approval. Evaluates projects for state-of-the-art techniques, quality, and compliance with applicable life cycle processes, as required by the client. Manages contracts and conducts periodic observation of work progress to monitor compliance with approved plans. Oversees the planning, direction, coordination of work activity, and training of technical staff.

### **Minimum General Experience**

At least 7 years' experience working on complex, team-related, software development projects. Full knowledge of the software development life cycle (SDLC) process. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Systems Administrator**

Assists with the installation of new software releases and system upgrades. Helps to evaluate and install patches and resolve software-related problems. Assists with system backups and recovery. Helps to maintain data files and monitor system configurations to ensure data integrity.

### **Minimum General Experience**

0 – 3 years' experience working on a large-scale computer system, or a multi-server local area network (LAN).

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Systems Administrator**

Installs new software releases and system upgrades. Evaluates and installs patches, resolves software-related problems, and performs system backups and recovery. Maintains data files and monitors system configurations to ensure data integrity. Assists with the daily activities of configuration and the operation of business systems which may be mainframe, mini-, or client/server-based.

### **Minimum General Experience**

3 – 6 years' experience working on a large-scale computer system or a multi-server LAN.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Systems Administrator**

Installs/oversees new software releases and system upgrades, and evaluates and resolves software-related problems. Manages/oversees the maintenance of data files and monitors system configurations to ensure data integrity. Manages the daily activities of configuration and the operation of business systems which may be mainframe, mini-, or client/server-based. Optimizes system operation, and resource utilization. Performs system capacity analysis and planning. May provide assistance to users in accessing and using business systems.

**Minimum General Experience**

At least 7 years' experience working in an operations environment, a large-scale computer system, and/or on a multi-server LAN. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Jr. Systems Engineer**

Assists with the planning and engineering of an organization's systems' infrastructure including the implementation and design of hardware and software. Helps monitor the performance of systems.

**Minimum General Experience**

0 – 3 years' experience assisting with the planning, design, and analysis of multi-platform, multi-system networks, enterprise e-mail systems, and other enterprise application systems.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

**Midlevel Systems Engineer**

Plans and engineers an organization's systems infrastructure including the implementation and design of hardware and software. Monitors the performance of systems.

**Minimum General Experience**

3 – 6 years' experience planning, designing, and analyzing multi-platform, multi-system networks, enterprise e-mail systems, and other enterprise application systems.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Systems Engineer**

Oversees the planning and engineering an organization's systems infrastructure including the implementation and design of hardware and software. Administers the performance of systems.

**Minimum General Experience**

At least 7 years' experience planning, designing, and analyzing multi-platform, multi-system networks, enterprise e-mail systems, and other enterprise application systems. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Delphi Engineer**

Assists in the development and supports Borland Delphi software applications generally written for networked and client/server environments. Creates maintenance applications and production and management information reports. Develops or modifies in Delphi RAD environment data entry forms and reports from design specifications. Works with users to design user interface. Accesses relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program coding, and testing functions within the application development process. Works on a variety of platforms using Borland's Delphi RAD environment. Documents applications and trains clients as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate project manager. Uses structured methodologies throughout development and testing processes. Uses test scenarios and scripts to support the testing process to validate software accuracy.

### **Minimum/General Experience**

At least one (1) year experience working with Delphi on medium to complex application development projects.

### **Minimum Education**

Good communication skills and a two-year college computer science related degree or equivalent work experience.

## **Midlevel Delphi Engineer**

Develops and supports Borland Delphi software applications generally written for networked and client/server environments. Develops or modifies Delphi applications from design specifications. Develops prototypes and proof of concept models with Delphi to support and solidify design decisions. Accesses relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using Borland's Delphi RAD environment. Documents applications and trains clients as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate project manager. Uses structured methodologies throughout development and testing processes. Develops test scenarios and scripts to support the testing process to validate software accuracy.

### **Minimum/General Experience**

At least three (3) years experience working with Borland Delphi Rapid Application Development environment on medium to complex application development projects.

### **Minimum Education**

Good communication skills and a four-year college computer science related degree or equivalent work experience.

## **Sr. Delphi Engineer**

Develops and supports Borland Delphi software applications generally written for networked and client/server environments. Develops or modifies Delphi applications from design specifications. Oversees Delphi junior and mid-level engineers. Reviews source code and mentors junior and mid-level engineers. Develops prototypes and proof of concept models with Delphi to support and solidify design decisions. Accesses relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using Borland's Delphi RAD environment. Documents applications and trains clients as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate project manager. Uses structured methodologies throughout development and testing processes. Develops test scenarios and scripts to support the testing process to validate software accuracy.

### **Minimum/General Experience**

At least five (5) years experience working with Borland Delphi Rapid Application Development environment on medium to complex application development projects.

**Minimum Education**

Good communication skills and a four-year college computer science related degree or equivalent work experience.

**Database Engineer / Analyst**

Develops application architecture(s) and performs requirements analysis. Develops or modifies applications from design specifications. Develops prototypes and proof-of-concept models to support and solidify design decisions. Accesses relational databases for application data. Performs program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools/languages. Documents applications and trains clients, as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate Project Manager. Uses structured methodologies throughout the development and testing processes. Develops test scenarios and scripts to support the testing process to validate software accuracy.

**Minimum General Experience**

At least 7 years' experience working on moderate to complex application development projects. Develops and supports software applications generally written for networked and client/server environments. Selects hardware and operating platforms for development. Responsible for the highest-level application architecture and codifying business rules for systems. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Jr. Database Engineer**

Assists in the development of, and supports, software applications generally written for networked and client/server environments. Creates maintenance applications, production, and management information reports. Develops or modifies data entry forms and reports from design specifications. Works with users to design user interface(s). Accesses relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools/language. Has experience with underlying information systems architectures, networks, configuration, communications, and administration across the leading industry platforms. Documents and trains clients, as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate Project Manager. Uses structured methodologies throughout the development and testing processes. Uses test scenarios and scripts to support the testing process to validate software accuracy.

**Minimum General Experience**

0 - 3 years' experience working on moderate to complex application development projects.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

**Midlevel Database Engineer**

Develops or modifies databases from design specifications. Creates maintenance applications, production, and management information reports. Develops prototypes and proof-of-concept models to support and solidify design decisions. Accesses relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools/languages. Has experience with underlying information systems architectures, networks, configuration, communications, and administration across the leading industry platforms. Documents applications and trains clients, as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the Project Manager. Uses structured methodologies throughout the development and testing processes. Develops test scenarios and scripts to support the testing process to validate software accuracy.



**Minimum General Experience**

3 – 6 years' experience working on moderate to complex, application development projects. Develops and supports software applications generally written for networked and client/server environments.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Database Engineer**

Develops or modifies databases from design specifications. Creates maintenance applications, production, and management information reports. Oversees junior and midlevel engineers. Reviews source code and mentors junior and midlevel engineers. Develops prototypes and proof-of-concept models to support and solidify design decisions. Accesses relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program technical design, coding, and testing functions, within the application development process. Works on a variety of platforms using a combination of development tools/languages. Has experience with underlying information systems architectures, networks, configuration, communications, and administration across the leading industry platforms. Documents and trains client, as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the Project Manager. Uses structured methodologies throughout the development and testing processes. Develops test scenarios and scripts to support the testing process to validate software accuracy.

**Minimum General Experience**

At least 7 years' experience working on moderate to complex, application development projects. Develops and supports software applications generally written for networked and client/server environments. Excellent verbal and written skills.

**Minimum Education**

Requires a four-year degree, or equivalent work experience.

## **Application Project Manager**

Responsible for overseeing technology projects to include application development, systems integration, information systems, and infrastructure projects. Manages the development of applications and possesses an in-depth understanding of the technology platforms that support the development environment to include software, hardware, communications, and networks. Involved in the management of multiple, related projects. Answers to the Government COTR and makes sure that related projects are on schedule and on budget. Creates and supports the project work plan. Integrates multiple project plans into the master project plan. Identifies dependencies and shared resources between projects. Calculates and manages hourly expenditures in total and by project. Reports on project's progress at scheduled progress meetings. Identifies tasks and work efforts as within or without of project scope. Oversees contract and project documentation. Manages and supervises multiple project teams.

### **Minimum General Experience**

At least 7 years' experience working on complex, team-related software development, systems integration, and technology infrastructure projects. Full knowledge of the SDLC, systems implementation, and process control.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience. Excellent verbal and written skills.

## **Jr. Application Support Specialist**

Helps in the development and support of software applications, and the creation and maintenance of applications, production, and management information reports. Supports the development or modification of RAD environment data entry forms and reports from design specifications. Works with users to assist with the design of user interface. Assists with accessing relational databases for application data, enforcing business rules, and building transaction processing modules for the application. Works on a variety of platforms using the RAD environment. Documents applications and trains clients, as necessary. Helps create test scenarios and scripts to support the testing process to validate software accuracy, using structured methodologies throughout development and the testing processes.

### **Minimum General Experience**

0 – 3 years' experience working on moderate to complex application development projects. Possesses experience developing and supporting software applications generally written for networked and client/server environments.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Application Support Specialist**

Develops and supports software applications. Develops or modifies applications from design specifications. Develops prototypes and proof-of-concept models to support and solidify design decisions. Accesses relational databases for application data, enforces business rules, and builds transaction processing modules for the application. Performs program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using the RAD environment. Documents applications and trains clients, as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate Project Manager. Writes test scenarios and scripts to support the testing process to validate software accuracy, using structured methodologies throughout the development and testing processes.

### **Minimum General Experience**

3 -6 years' experience working on moderate to complex application development projects. Possesses experience developing and supporting software applications generally written for networked and client/server environments.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Application Support Specialist**

Develops and/or oversees the development of software applications. Supervises the development and/or modification of applications from design specifications. Reviews source code and oversees/mentors junior and midlevel engineers. Manages the development of prototypes and proof-of-concept models with applications to support and solidify design decisions. Accesses relational databases for application data. Responsible for the enforcement of business rules, and the creation of transaction processing modules for the application. Oversees program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using the RAD environment. Documents applications and trains clients, as necessary. Works with customers and users to evaluate, estimate, and perform application development change requests under the direction of the appropriate Project Manager. Writes test scenarios and scripts to support the testing process to validate software accuracy, using structured methodologies throughout development and the testing processes.

### **Minimum General Experience**

At least 7 years' experience working on moderate to complex application development projects. Possesses experience developing and supporting software applications generally written for networked and client/server environments. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Network Administrator**

Assists with the set-up, configuration, and support of internal and/or external networks. Helps develop and maintain systems, applications, security, and network configurations. Assists with troubleshooting network performance issues and helps maintain a Disaster Recovery Plan (DRP). Assists with upgrades, patches, new applications, and equipment. Provides technical support and guidance to users.

### **Minimum General Experience**

0 – 3 years' experience in network engineering, network security, network component images, and hardware installation and upgrades.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Network Administrator**

Sets up, configures, and supports internal and/or external networks. Develops and maintains systems, applications, security, and network configurations. Troubleshoots network performance issues. Creates and maintains a DRP. Recommends upgrades, patches, new applications, and equipment. Provides technical support and guidance to users.

### **Minimum General Experience**

3 – 6 years' experience in network engineering, network security, network component images, and hardware installation and upgrades; possesses basic to intermediate level skills in the troubleshooting of IP-based networks and using network diagnostics tools. Has knowledge of network switches, routers, firewall configuration, Domain Name System (DNS) zone file creations, and applications.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Network Administrator**

Performs or oversees the set-up, configuration, and support of internal and/or external networks. Directs the development and maintenance of systems, applications, security, and network configurations. Oversees network, performance, troubleshooting issues. Creates, maintains, and manages the DRP. Supervises upgrades, patches, new applications, and equipment. Provides technical support and guidance to users.

### **Minimum General Experience**

At least 7 years' experience in network engineering, network security, network component images, and hardware installation and upgrades; possesses intermediate to expert level skills in the troubleshooting of IP-based networks, and using network diagnostics tools. Displays proficiency in network switches, routers, firewall configuration, DNS zone file creation, and applications. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Network Engineer**

Collects and implements network information requirements using analysis in the development of enterprise-wide or large-scale networking infrastructure (LAN, MAN, WAN). Implements architecture to include the software, hardware, and communications needed to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Assists with evaluating problems in network usage, organization, planning, and developing the appropriate corrective actions. Works with the internal team to define, analyze, and provide solutions for the client's voice, data, and image communications requirements. Configures hardware and software for

multiple-site networks, plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of communications networks that impact multiple sites.

**Minimum General Experience**

0 – 3 years' experience participating in network engineering development projects.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

**Midlevel Network Engineer**

Establishes network information requirements using analysis of the network engineer(s) in the development of enterprise-wide or large-scale networking infrastructure (LAN, MAN, WAN). Designs architecture to include the software, hardware, and communications needed to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates problems in network usage, organization, and planning, and develops the appropriate corrective actions. Ensures that network systems are compatible, comply with open systems architectures standards, and that the network/transport layers of the common operating environment are compliant. Analytically and systematically evaluates problems of work flows and network usage, organization and planning and develops appropriate corrective action.

**Minimum General Experience**

3 – 6 years' experience working on medium to large-sized, complex, network engineering projects. Knowledge of developing and supporting new network administrative systems for entire networks.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Network Engineer**

Establishes network information requirements using analysis of the network engineer(s) in the development of enterprise-wide or large-scale networking infrastructure (LAN, MAN, WAN). Designs architecture to include the software, hardware, and communications needed to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. Evaluates problems in network usage, organization, and planning, and develops the appropriate corrective actions. Ensures that network systems are compatible, comply with open systems architectures standards, and that the network/transport layers of the common operating environment are compliant. Analytically and systematically evaluates problems of work flows and network usage, organization and planning and develops appropriate corrective action.

**Minimum General Experience**

At least 7 years' experience working on medium to large-sized, complex, network engineering projects. Knowledge of developing and supporting new network administrative systems for entire networks. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Jr. Network Security Engineer**

Helps analyze user's needs and current security regulations and guidelines to determine information assurance (IA) functional requirements. Assists in analyzing and defining IA security requirements for multi-level security (MLS) systems. Aids in risk analysis including risk assessment.

**Minimum General Experience**

0 – 3 years' experience with troubleshooting, network architectures, and network security.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

**Midlevel Network Security Engineer**

Analyzes users' needs and current security regulations and guidelines to determine IA functional requirements. Analyzes and defines security requirements for MLS issues, in addition to designing, developing, engineering, and implementing solutions to MLS requirements. Performs risk analysis including risk assessment. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Provides technical support for secure software development and integration tasks, including reviewing work products for accuracy and adherence to design concepts and user standards. Knows security/IA products such as PKI, VPN, firewalls, and intrusion detection systems (IDS). Analyzes and recommends resolution of security/IA problems based on knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines.

**Minimum General Experience**

3 -6 years' experience with troubleshooting, IA, network architectures, and network security.

**Minimum Education**

Requires a Bachelor's degree, or equivalent experience.

**Sr. Network Security Engineer**

Analyzes users' needs and current security regulations and guidelines to determine IA functional requirements. Analyzes and defines security requirements for MLS issues, in addition to designing, developing, engineering, and implementing solutions to MLS requirements. Supervises the gathering and organization of technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Directs risk analysis including risk assessment. Oversees technical support for secure software development and integration tasks, including reviewing work products for accuracy and adherence to design concepts and user standards. Has a command of security/IA products such as PKI, VPN, firewalls, and IDS. Analyzes and recommends resolution of security/IA problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Provides daily supervision and direction to staff.

**Minimum General Experience**

At least 7 years' experience in troubleshooting, IA, network architectures, and network security. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Network Services Manager**

Provides senior-level program management of individuals or major task(s) of client contracts. Supervises the research, development, design, installation, and testing of integrated network systems. Directs and coordinates program activities designed to provide technology that ensures effective and economical support of products, systems, or equipment. Oversees the analysis of contractual commitments, customer specifications, design changes, and other data to plan and develop network activities. Determines support milestones and anticipates problems arising from inadequate resources and other factors. Uses computer-assisted engineering and design software and equipment to perform network simulations and construct LAN/WAN architectures. Designs and directs technical staff in employing test control apparatus and equipment and determining methods, procedures, and conditions for testing applicable network software and systems.

**Minimum General Experience**

At least 7 years' experience in program, financial, and resources management, engineering support, and the acquisition/development of systems and equipment. Proficient in automated government acquisition and contract management processes. Significant experience in planning, monitoring, and tracking government contract activities, including prime and subcontractor activities and deliverables.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Network Services Specialist**

Provides technical expertise in the design, installation, testing, and maintenance of various state-of-the-art computer systems to resolve complex problems in the areas of office automation, telecommunication, and systems integration. Conducts the planning, configuration control, installation, and maintenance of computer system-related hardware and software applications in standalone, LAN/WAN, and telecommunication network environments. Assists in the evaluation of operational systems and the recommendations of design modifications to eliminate causes of malfunctions or changes in system requirements. Participates in research and development activities pertaining to computer hardware and software design to meet corporate and contractual requirements. Plans, designs, constructs, operates, and maintains appropriate facilities.

**Minimum General Experience**

At least 7 years' experience in the analysis, planning, design, installation, testing, maintenance and support of various Automatic Data Processing (ADP) and telecommunication computer systems. Knowledge of logistics support and the acquisition/development of systems and equipment.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Application Analyst**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Evaluates existing applications to determine technical changes, schedules projects and resources, and monitors project timelines. Sets and implements policies and procedures related to application quality standards and testing.

### **Minimum General Experience**

At least 7 years' experience working with applications, scripting and programming, data structure, and application support. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Application Developer**

Supports the development of all software applications. Assists with the review of source code, and the analysis and mapping of business processes. Helps with the development of front-end connectivity to back-end relational databases for application data; ensures the enforcement of business rules; and assists with the building of transaction processing modules for the application. Participates in program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools and languages. Works with customers and users to evaluate, estimate, and perform application development and/or business process change requests. Helps support the development of test scenarios and scripts as an integral component of the software quality assurance process using structured methodologies throughout the design, development, test, and re-engineering processes.

### **Minimum General Experience**

0 – 3 years' experience supporting application development to include the design, development, testing, implementation, documentation of new software, and enhancements to existing applications.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Application Developer**

Oversees the development and support of all software applications. Supervises the development and modification of client-side applications from design specifications. Reviews source code and oversees/mentors junior and midlevel developers. Manages the development of all prototypes and proof-of-concept models to support and solidify design decisions. Oversees the analysis and mapping of all business processes. Manages the development of front-end connectivity to back-end relational databases for application data; ensures the enforcement of all business rules; and executes the building of all transaction processing modules for the application. Supervises all program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools and languages. Works with customers and users to evaluate, estimate, and perform application development and/or business process change requests. Uses structured methodologies throughout design, development, test, and re-engineering processes. Supervises the development of all test scenarios and scripts as an integral component of the software quality assurance process.



**Minimum General Experience**

3 – 6 years' experience in application development to include the design, development, testing, implementation, and documentation of new software and enhancements to existing applications. Knowledge of software systems programming applications phases.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Application Developer**

Oversees the development and support of software applications. Supervises the development and modification of client-side applications from design specifications. Reviews source code and oversees/mentors junior and midlevel developers. Manages the development of all prototypes and proof-of-concept models to support and solidify design decisions. Oversees the analysis and mapping of business processes. Manages the development of front-end connectivity to back-end relational databases for application data; ensures the enforcement of business rules; and executes the building of transaction processing modules for the application. Supervises program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools and languages. Works with customers and users to evaluate, estimate, and perform application development and/or business process change requests. Uses structured methodologies throughout design, development, test, and re-engineering processes. Supervises the development of test scenarios and scripts as an integral component of the software quality assurance process.

**Minimum General Experience**

At least 7 years' experience in application development to include the design, development, testing, implementation, and documentation of new software and enhancements to existing applications. Knowledge of all phases of software systems programming applications. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Lead Software Engineer / Business Analyst**

Reviews and analyzes business processes with a focus on functionality and systems architecture. Establishes software system requirements with respect to the users' operational needs. Builds and implements design/requirements documentation. Supervises the research, planning, and design of software systems or projects to support clients' workflow requirements, as well the resources on the project. Oversees the determination of functional and design requirements of new systems or enhancements/modifications to existing applications. Directs the preparation of information regarding design, specification, materials, equipment, and estimated costs. Directs the planning of the layout of the user interface, the method of front-end client interface (thin client, fat client, browser-based) and integrates engineering elements into a unified design for review and approval. Evaluates projects for state-of-the-art techniques, quality, and compliance with applicable life cycle processes, as required by client. Manages contracts and conducts periodic observation of work progress to monitor compliance with approved plans. Oversees the planning, direction, and coordination of work activity, and training of technical staff.

**Minimum General Experience**

At least 7 years' experience working on complex, team-related software development and information technology (IT) projects. Project management experience and full knowledge of the SDLC process.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Software Engineer**

Develops and supports software applications generally written for networked client/server or Web environments. Develops or modifies client-side applications from design specifications. Oversees junior and midlevel engineers.

Reviews source code and mentors junior and midlevel engineers. Develops prototype and proof-of-concept models to support and solidify design decisions. Analyzes business processes and assists with the mapping of processes. Develops front-end connectivity to back-end relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program technical design, coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools and languages. Works with customers and users to evaluate, estimate, and perform application development and/or business process change requests under the direction of the appropriate project manager. Uses structured methodologies throughout design, development, test, and re-engineering processes. Develops test scenarios and scripts as an integral component of the software quality assurance process.

**Minimum General Experience**

At least 7 years' experience working on complex, systems integration and software development projects. Ability to design user interface(s) and systems architecture for moderate to complex application development projects, as well as analyzing, mapping, and re-engineering complex, business processes. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Midlevel Software Engineer**

Develops and supports software applications generally written for networked, client/server or Web environments. Develops or modifies client-side applications from design specifications. Develops prototypes and proof-of-concept models to support and solidify design decisions. Analyzes business processes and assists with the mapping of processes. Develops front-end connectivity to back-end relational databases for application data. Enforces business rules and builds transaction processing modules for the application. Performs program coding, and testing functions within the application development process. Works on a variety of platforms using a combination of development tools and languages. Uses structured methodologies throughout design, development, test, and re-engineering processes. Develops test scenarios and scripts as an integral component of the software quality assurance process.

**Minimum General Experience**

0 - 3 years' experience working on complex, systems integration and software development projects. Ability to design user interface(s) and systems architecture for moderate to complex application development projects, as well as analyzing, mapping, and re-engineering complex business processes.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Jr. Software Engineer**

Develops or modifies data entry forms and reports from design specifications. Works with users to gather requirements for the user interface. Participates in the analysis of business processes and enforces business rules to build front-end forms to transaction processing modules for the application. Performs program coding and testing functions. Completes system documentation to include user manuals, training manuals, help files, and design specifications. Develops maps of the business process and suggests recommendations for process changes. Delivers applications training to end-users and managers. Writes test scenarios and scripts to support the testing process to validate software accuracy.

**Minimum General Experience**

0 - 3 years' experience working on systems integration, software development projects, systems documentation, technical writing, and quality assurance.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Program Manager**

Serves as the Deputy Program Manager for large, complex delivery order(s), and/or task order(s) (or a group of task orders affecting the same common/standard/migration system). Manages specific delivery order(s) and/or task order(s), and ensures that the technical solutions and schedules are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces with other functional systems. Serves as the single contract manager, and is the authorized client interface. Formulates and enforces work standards, assigns contractor schedules, reviews work discrepancies, supervises contractor personnel, and communicates organizational policies, purposes, and goals to subordinates. Responsible for the overall contract performance.

### **Minimum General Experience**

3 – 6 years' experience managing large, complex delivery order(s), and/or task order(s) while ensuring compliance with the contract's Statement of Work (SOW). Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Program Manager**

Serves as the single Program Manager on a contract, and is the authorized client interface. Manages specific delivery order(s), and/or task order(s) and ensures that the technical solutions and schedules are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces with other functional systems. Formulates and enforces work standards, assigns contractor schedules, reviews work discrepancies, supervises contractor personnel, and communicates organizational policies, purposes, and goals to subordinates. Responsible for overall contract performance.

### **Minimum General Experience**

At least 7 years' experience managing large, complex delivery order(s) and/or task order(s) while ensuring compliance with the contract SOW. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Project Manager**

Monitors the work efforts of a single delivery order, and/or task order. Assigns resources, delegates tasks, and reports progress to senior managers and various stakeholders. Supports project management offices and documents all project-related assignments, issues, and risks. Knows best practices for project management and business research.

### **Minimum General Experience**

0 – 3 years' experience managing support personnel. Ability to work with the Sr. Project Manager to ensure the smooth running of the project. Experience with scheduling, assigning staff, allocating resources, assessing risk and its management, and coordinating the various components of the project to ensure that deadlines are met.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Project Manager**

Monitors the work of multiple delivery order(s), and/or task order(s). Assigns resources, delegates tasks, and reports progress to senior managers and various stakeholders. Supports project management offices and documents project-related assignments, issues, and risks. Knows best practices for project management and business research.

**Minimum General Experience**

3 – 6 years' experience managing multiple delivery order(s), and/or task order(s), concurrently. Experience with scheduling, assigning staff, allocating resources, assessing risk and its management, and coordinating the various components of the project to ensure that deadlines are met. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Project Manager**

Manages large, complex, delivery orders, and/or task order(s). Under the guidance of the Sr. Program Manager/Program Manager, manages specific delivery orders, and/or task order(s) and ensures that the technical solutions and schedules in the delivery order(s) and/or task order(s) are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and develops Cost Benefit Analyses (CBA) in support of the delivery/task order. Supports project management offices and documents project-related assignments, issues, and risks. Knows best practices for project management and business research.

**Minimum General Experience**

At least 7 years' experience managing multiple delivery order(s), and/or task order(s), concurrently. Experience with scheduling, assigning staff, allocating resources, assessing risk and its management, and coordinating the various components of the project to ensure that deadlines are met. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Business Analyst**

Helps collect, analyze, and store information and recommendations for clients. Assists with documenting clients' business requirements, internal processes, and organizational structure.

### **Minimum General Experience**

0 – 3 years' experience participating in the gathering and documenting of project requirements.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Business Analyst**

Reviews, analyzes, and evaluates business systems and user's needs. Documents requirements, defines scope and objectives, and formulates systems to parallel overall business strategies.

### **Minimum General Experience**

3 – 6 years' experience gathering and documenting project requirements. Experience leading requirements management and validation activities.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Business Analyst**

Formulates complex business plans. Documents/reviews requirements, defines scope and objectives, and oversees the formulation of systems to parallel overall business strategies. Helps plan, design, program, test, and implement the client's projects. Generates reports that deliver data such as company performance, user behavior, project expenses, and employment rates.

### **Minimum General Experience**

At least 7 years' experience gathering and documenting project requirements. Possess experience leading requirements management and validation activities. Capable of analyzing information obtained from management to conceptualize and define operational problems. Familiar with analyzing business processes to define the functional and detailed requirements and works with the team to design specifications and approach. Oversees the transition to new processes and conducts continuous review and updates to ensure that changing business unit conditions are met. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Business Process Re-engineering Specialist**

Applies process improvement, and re-engineering methodologies and principles to conduct process modernization projects. Performs activity and data modeling, develops modern business methods, identifies best practices, and creates and assesses performance measurements.

### **Minimum General Experience**

0 – 3 years' experience identifying best practices, and creating and assessing performance measurements.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Business Process Re-engineering**

Applies process improvement, and re-engineering methodologies and principles to conduct process modernization projects. Performs activity and data modeling, develops modern business methods, identifies best practices, and creates and assesses performance measurements. Provides knowledge transfer including group facilitation, interviews, and training.

### **Minimum General Experience**

3 – 6 years' experience identifying best practices, and creating and assessing performance measurements, in addition to applying business process improvement practices to re-engineer methodologies/principles and business process modernization projects.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Business Process Re-engineering**

Applies process improvement, and re-engineering methodologies and principles to conduct process modernization projects. Performs activity and data modeling, develops modern business methods, identifies best practices, and creates and assesses performance measurements. Provides knowledge transfer including group facilitation, interviews, and training.

### **Minimum General Experience**

At least 7 years' experience identifying best practices, and creating and assessing performance measurements, in addition to applying business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Communication Specialist**

Creates, edits, and disseminates information and images for media, public, and employee relations, as well as a variety of internal and external communications. Creates content for client's branding, Public Relations (PR), media communication, broadcast, and online venues. Supports client's channels and businesses with communication needs.

### **Minimum General Experience**

3 – 6 years' experience producing copy for media, public, and internal company distribution. Candidates should have strong writing and editing skills. Has practice in writing and editing copy for various communication pieces. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Documentation Specialist**

Helps prepare and/or maintain documentation pertaining to programming, systems operations, and/or users. Assist with translating business specifications into user documentation. Aids in the planning, writing, and maintenance of system and user support documentation efforts.

### **Minimum General Experience**

0 – 3 years' experience with gathering and documenting business and software requirements. Candidates should have strong writing and editing skills.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

**Subject Matter Expert (SME) / Analyst**

Provides expert support, analysis, and research into exceptionally complex problems and processes. Serves as technical expert on executive-level project teams providing technical direction, interpretation, and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Works on complex technical problems and provides innovative solutions. Works toward predetermined long-range goals and objectives. Assignments are often self-initiated. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product. Expertise is in a particular area of IT or a specific functional area.

**Minimum General Experience**

Experience should include a minimum of ten years of directly related work experience in their area of expertise. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree in area of specialty.

**Technical Writer/Editor**

Generates and modifies technical reports, specifications, manuals, proposals, brochures, guides, and other documentation in support of state-of-the-art information systems and applications.

**Minimum General Experience**

Development of documentation supporting state-of-the-art IT, business processes, technology applications, and complex, computer-based systems projects.

**Minimum Education**

Requires an Associate's degree, or equivalent work experience.

**Midlevel Technical Writer**

Helps design, develop, and prepare a variety of documentation to include technical articles, reports, brochures, and/or manuals, for a wide range of uses throughout the production cycle, including editorial consultation, copy design/editing, proofreading, and working with technical or management personnel to define documentation content, guidelines, specifications, and development schedules. Assists with the coordination of document production.

**Minimum General Experience**

3 – 6 years' experience with the SDLC. Demonstrates ability to work with SMEs in gathering data to create manuals in support of computer information systems. Has contributed to proposal writing efforts, articles, brochures, white papers, and project reports. Excellent verbal and written skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Technical Writer**

Designs, develops, and prepares a variety of documentation to include technical articles, reports, brochures, user manuals, installation guides, proposals, and/or reports for a wide range of uses throughout the production cycle, including editorial consultation, copy design/editing, proofreading, and working with technical or management personnel to define documentation content, guidelines, specifications, and development schedules. Edits functional descriptions, system specifications, user's manuals, special reports, or any other client deliverables and documents.

**Minimum General Experience**

At least 7 years' experience including knowledge of the SDLC. Should possess the ability to work minimally with SMEs in gathering data to create manuals in support of computer information systems. Has contributed to proposal writing efforts; especially technical sections, while also maintaining compliance. Has assisted in the creation of articles, brochures, white papers, and project reports. Possesses the ability to direct the work of documentation specialists or junior technical writers. Excellent verbal, writing, and editing skills.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

**Sr. Trainer**

Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer-based/computer aided training. Provides daily supervision and direction to staff.

**Minimum General Experience**

At least 6 years' experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Ability to work independently or under only general direction.

**Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.



## **Jr. Configuration Management Specialist**

Assist with the creation and maintenance of configuration baselines (development, test, production, etc.) supporting developmental and operational systems. Uses automated CM tools to implement CM policies and procedures. Assists with the development or modification of CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system. Helps to implement CM discipline for the entire life cycle of systems from initial requirements/capabilities baselines to system end-of-life. Assists with change control and configuration audits. Documents and reports status of compliance with baselines that are established and approved by the appropriate control board.

### **Minimum General Experience**

0 – 3 years' work experience working as part of a project team in a rapidly changing environment. Familiarity with change and CM best practices and methodologies.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Configuration Management Specialist**

Works on developmental and operational teams to create and maintain configuration baselines (development, test, production, etc.) supporting developmental and operational systems. Uses or recommends automated CM tools to implement CM policies and procedures. Develops or modifies CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system. Implements CM discipline for the entire life cycle of systems from initial requirements/capabilities baselines to system end-of-life. Performs change control and configuration audits.

### **Minimum General Experience**

3 – 6 years' experience working independently and/or as part of a project team in a rapidly changing environment. Strong knowledge of change and CM best practices and methodologies.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Sr. Configuration Management Specialist**

Works on developmental and operational teams to create and maintain configuration baselines (development, test, production, etc.) supporting developmental and operational systems. Uses or recommends automated CM tools to implement CM policies and procedures. Develops or modifies CM plans, policies, and procedures tailored to the complexity and scope of the developmental or operational system. Implements CM discipline for the entire life cycle of systems from initial requirements/capabilities baselines to system end-of-life. Performs change control and configuration audits. Documents and reports status of compliance with baselines that are established and approved by the appropriate control board.

### **Minimum General Experience**

At least 7 years' experience leading a project team in a rapidly changing environment. Displays expertise in change and CM best practices and methodologies. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Safety System Management Specialist**

Performs complex development, implementation, monitoring, evaluation, and investigation or audit work in the areas of operations and IT system safety to ensure safe operations and working conditions. Oversees emergency preparedness, compliance with applicable federal, state, and local safety regulations, and occupational accidents reduction or elimination. Oversees or performs safety reviews, audits, inspections, testing equipment, and safety devices.

### **Minimum General Experience**

At least 7 years' experience coordinating the safety activities of unit managers to ensure implementation of safety activities throughout the organization, while ensuring compliance with operational policies and procedures, statutory, and regulatory requirements. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Security System Management Specialist**

Provides expert advice and services in a discipline or related area of expertise. Performs technical planning, system integration, verification, validation, security risks, and supportability and effectiveness analyses for total systems. Performs analyses at system levels to include hardware/software, concept, design, fabrication, test, installation, operation, maintenance, and disposal. Performs site surveys, system evaluations, system analyses, security architecture, and infrastructure assessment.

### **Minimum General Experience**

At least 7 years' experience with all manner of assessment and accreditation support such as developing system security plans, contingency plans, DRPs, or continuity of operations plans (COOP), and conducting risk and vulnerability assessments. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

## **Jr. Computer Support Specialist**

Participates in hardware installations on site surveys. Supports development of new hardware requirements and preparation of specifications for hardware acquisitions. Helps prepare drawings documenting configuration changes at each site, and for total site installation.

### **Minimum General Experience**

0 -3 years' experience in installing computer-based systems, LANs, or communications systems.

### **Minimum Education**

Requires an Associate's degree, or equivalent work experience.

## **Midlevel Computer Support Specialist**

Designs and optimizes network topologies. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Prepares engineering plans and site installation technical design packages. Develops hardware/software installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Installs hardware/software. Trains site personnel in proper use of hardware/software. Performs first line support for service interruptions such as printer routings, power outages, wiring problems, and malfunctioning servers. Escalates unresolved problems to expedite resolution.

### **Minimum General Experience**

3 – 6 years' experience analyzing and installing computer-based systems, analyzing and installing LANs, and installing fiber optic cable; experience with specialized interconnected cable design and fabrication; and analyzing and installing communications systems. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or work equivalent work experience.

## **Sr. Computer Support Specialist**

Monitors, operates, and maintains hardware and software for a computing platform. Organizes and directs hardware installations and onsite surveys. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation technical design packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support. Performs system backup and recovery activities. Audits the hardware/software inventory to ensure integrity as well as licensing compliance. Updates and maintains site administration manual documentation. Provides hardware and software operation user orientation, as required.

### **Minimum General Experience**

At least 7 years' experience analyzing and installing computer-based systems; analyzing and installing LANs, and installing fiber optic cable; experience with specialized interconnected cable design and fabrication; and analyzing and installing communications systems. Excellent verbal and written skills.

### **Minimum Education**

Requires a Bachelor's degree, or equivalent work experience.

<b>Labor Categories</b>	<b>Net GSA</b>
System Architect	225.05
Jr. Systems Administrator	74.23
Midlevel Systems Administrator	107.97
Sr. Systems Administrator	125.96
Jr. Systems Engineer	67.48
Midlevel Systems Engineer	101.22
Sr. Systems Engineer	130.46
Jr. Delphi Engineer	112.02
Midlevel Delphi Engineer	125.03
Sr. Delphi Engineer	150.04
Database Engineer / Analyst	136.16
Jr. Database Engineer	82.78
Midlevel Database Engineer	89.87
Sr. Database Engineer	105.66
Application Project Manager	150.04
Jr. Application Support Specialist	112.02
Midlevel Application Support Specialist	125.03
Sr. Application Support Specialist	150.04
Jr. Network Administrator	85.48
Midlevel Network Administrator	114.72
Sr. Network Administrator	137.21
Jr. Network Engineer	71.98
Midlevel Network Engineer	110.22
Sr. Network Engineer	134.96
Jr. Network Security Engineer	69.73
Midlevel Network Security Engineer	107.97
Sr. Network Security Engineer	146.21
Network Services Manager	150.04
Network Services Specialist	112.02
Application Analyst	150.04
Jr. Application Developer	112.02
Midlevel Application Developer	125.03
Sr. Application Developer	139.46
Lead Software Engineer / Business Analyst	200.05
Jr. Software Engineer	112.02
Midlevel Software Engineer	125.03
Sr. Software Engineer	150.04
Midlevel Program Manager	180.00
Sr. Program Manager	213.75
Jr. Project Manager	105.72
Midlevel Project Manager	130.46
Sr. Project Manager	191.25
Jr. Business Analyst	89.97
Midlevel Business Analyst	110.22
Sr. Business Analyst	141.71

Jr. Business Process Re-engineering Specialist	105.75
Midlevel Business Process Re-engineering Specialist	130.50
Sr. Business Process Re-engineering Specialist	146.21
Communication Specialist	101.22
Documentation Specialist	56.23
Subject Matter Expert (SME) / Analyst	157.46
Technical Writer / Documentation Specialist	48.01
Midlevel Technical Writer	78.48
Sr. Technical Writer	96.72
Sr. Trainer	110.00
Jr. Configuration Management Specialist	117.00
Midlevel Configuration Management Specialist	135.22
Sr. Configuration Management Specialist	157.70
Safety System Management Specialist	104.87
Security System Management Specialist	141.71
Jr. Computer Support Specialist	53.98
Midlevel Computer Support Specialist	80.98
Sr. Computer Support Specialist	110.22